

## ABSTRACT

### **Sidoarjo Balongbendo Anwar Medika General-Hospital Pharmacy Department Management Control Recommendation**

Anwar Medika General-Hospital (AMH) is a subsidiary of Anwar Medika Hospital Foundation. Annual reports and supplementary data on Anwar Medika General Hospital Pharmacy Department (AM-HPD) for the years 2007 – 2012 are incomplete and unsatisfactory and show discrepancies.

The research objectives are to analyze the state of management control implementation at the HPD, and formulate a recommendation for the organization of management control at the HPD. This descriptive study conducts an identification of the characteristics of respondents composed of AM-HPD staff and AMH management and an evaluation on the state of management control at the AM-HPD. The research findings are that of the 10 (ten) dimensions of management control being studied at the AM-HPD, all are conflicted in that they are non-prevalent or are partially prevalent for all indicators. Respondent characteristics identification reveals a disconnected between the two respondent categories.

Three primary recommendations for the top three dimensions most requiring immediate intervention are: (1) reschedule HPD assignments in order for the activity loggers and the activity performers to be different personnel, (2) conduct a communication program on the directives of the AMH Director on Hospital Organizational Structure involving HPD activities and Hospital management, and (3) evaluate training requirements supporting HPD personnel in performing their tasks properly. Other recommendations are elaborated further in the report.

**Keywords: Management Control, Hospital, Hospital Pharmacy Department, Recommendation**